

PATENT

Docket No. BRUNO 20-21-26-22-11

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

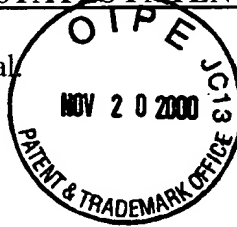
Applicant(s): R.F. BRUNO et al.

Serial No.: 09/071,021

Filed : May 1, 1998

For: SHARING OF VOICE-SWITCHED NETWORK AND INTERNET
RESOURCES FOR INTELLIGENT SESSION PROCESSING

Assistant Commissioner of Patents
Washington, D.C. 20231



Group Art Unit : 2738

Examiner: Joseph Logsdon

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AMENDMENT

Sir:

In response to the Office Action dated August 30, 2000, please amend the above-identified application as indicated below. Please charge any other fees necessitated by this Amendment to our Deposit Account No. 13-4500 (Order No. 2455-4447).

IN THE CLAIMS

Please cancel claims 6 and 16 without prejudice or disclaimer.

Please amend claims 1 and 11 as follows:

SUB B
1. (First Amended) A method for connecting a call to an agent that is connected to disparate telecommunications networks, the method comprising the steps of:

receiving a query from one of a plurality of telecommunications networks regarding an availability of an agent of a plurality of agents for receiving a call, each telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network;

PATENT



Docket No. BRUNO 20-21-26-22-11 (2455-4447)

GP 2738
2662

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CERTIFICATE OF MAILING (37 C.F.R. 1.8a)

Assistant Commissioner of Patents
Washington, D.C. 20231

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Sir:

I hereby certify that the attached:

1. Amendment;
2. Return Receipt Postcard.

along with any paper(s) referred to as being attached or enclosed) and this Certificate of Mailing are being deposited with the United States Postal Service on the date shown below with sufficient postage as first-class mail in an envelope addressed to the: Assistant Commissioner of Patents, Washington, D.C. 20231.

Respectfully submitted,

MORGAN & FINNEGAN, L.L.P.

Dated: November 17, 2000

By: Sungho Hong

Sungho Hong

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